



City of College Park

2010 Resident Satisfaction Survey

Dear Resident,

Thank you for requesting a paper version of the 2010 Resident Satisfaction Survey. The City of College Park uses the Resident Satisfaction Survey as a tool to see how well we serve you. The last survey, completed three years ago, provided us with valuable input that helped develop our budget and make improvements to City services. Based on your input, features of the *UPDATED* survey include:

- **Online Survey at www.collegeparkmd.gov/survey** • *New Questions*
- *Faster Results!* (Posted to http://www.collegeparkmd.gov/resident_survey.htm)

This year, nearly 6,500 households have the opportunity to participate in this process – now it's up to you. We hope that you'll take a few moments now to complete the survey because we value your feedback. Please return the survey by January 10, 2011.

Sincerely,

Mayor Andrew Fellows and College Park City Council Members:

*Christine Nagle, District 1
Patrick Wojahn, District 1
Robert T. Catlin, District 2
John E. Perry, District 2*

*Mark Cook, District 3
Stephanie Stulich, District 3
Marcus Afzali, District 4
Denise Mitchell, District 4*

**Versión en español
disponible (véase
más adelante).**

Instructions

- **One survey per household:** One person 18+ years old should complete the survey
- Answer each question if applicable
- Fold the survey and place the survey into the pre-stamped envelope
- No additional postage necessary (just drop the envelope into the mail)
- Call 240-487-3501 if you have questions

Please return survey by January 10, 2011

It's not too late to complete this survey online!
www.collegeparkmd.gov/survey

Access the online survey at any time until 11:59PM, January 10, 2011.

Section 1 – City Services

| 1. Please rate the following City services. | Excellent | Good | Fair | Poor | Not aware of this service |
|---|---------------------------------|-------------------------------------|-----------------------------------|--------------------------|---------------------------|
| A. Public Works services: | | | | | |
| - Regular trash collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Bulk and/or special trash collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Single-stream recycling collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Weekly collection of grass clippings, weeds and leaves | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Brush and tree limb collection | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Curbside leaf collection (Nov-Dec) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Snow removal | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Compost program/SMARTLEAF® | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Street cleaning | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Landscape plantings and roadside tree maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Street lighting | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Street maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Cleanliness of business districts | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Public Works' overall responsiveness & timeliness to your inquiries and complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Parking Enforcement services: | | | | | |
| - In commercial/retail areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - In your neighborhood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Parking Enforcement's overall responsiveness & timeliness to your inquiries and complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Animal Control services | | | | | |
| D. City Code Enforcement services: | | | | | |
| 1. Code enforcement in commercial/retail areas: | | | | | |
| - Cleanliness & property maintenance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Noise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Code enforcement in your neighborhood: | | | | | |
| - Cleanliness and litter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Property maintenance (<i>structures and lawns</i>) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| - Noise | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Code enforcement inside a rental property in which you live | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. <i>Please complete:</i> I feel that the amount of code enforcement in my neighborhood is... | <input type="checkbox"/> Enough | <input type="checkbox"/> Not enough | <input type="checkbox"/> Too much | | |
| 5. City Code Enforcement's overall responsiveness & timeliness to your inquiries and complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Please rate the following City services. | Excellent | Good | Fair | Poor | Not aware of this service |
|--|------------------------------|-----------------------------|--------------------------|--------------------------|---------------------------|
| E. Youth and Senior services: <i>(Answer if you are a senior or a parent with young children):</i> | | | | | |
| 1. City youth & family programs for counseling and community outreach | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. City seniors programs for medical transport to appointments, shopping, advocacy, recreation, and information services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Do you sometimes need help getting to medical services? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | | | |
| 4. Do you sometimes need help filling out Medicare forms? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | | | |
| 5. Are you aware of the City discount drug program? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | | | |
| 6. Youth, Family, and Senior Services' overall responsiveness & timeliness to your inquiries and complaints | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| F. General City services | | | | | |
| 1. The overall quality of the City of College Park services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. The value of City services and programs for your tax dollars | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. How would you improve our City services? | | | | | |

Section 2 – Getting City Information

| 2. Please rate the following. | Excellent | Good | Fair | Poor | Not aware of this service |
|---|--|--|---|-----------------------------------|---------------------------|
| A. The City's efforts to inform you of City government and services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Usefulness of the 'Municipal Scene' information that appears every two weeks in the Gazette | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Usefulness of the information listed on the College Park website (www.collegeparkmd.gov) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Usefulness of the Resident Information Guide distributed in the fall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| E. How often do you watch | | | | | |
| - The College Park Channel? <i>(Comcast Channel 71; Verizon 25)</i> | <input type="checkbox"/> 1-2 Times/week | <input type="checkbox"/> 1-2 times/month | <input type="checkbox"/> Occasionally | <input type="checkbox"/> Never | |
| - Live / rebroadcast City Council meetings? | <input type="checkbox"/> 1-2 Times/week | <input type="checkbox"/> 1-2 times/month | <input type="checkbox"/> Occasionally | <input type="checkbox"/> Never | |
| F. Where do you look for City information? <i>(Please check all that apply.)</i> | <input type="checkbox"/> Gazette <input type="checkbox"/> Diamondback <input type="checkbox"/> The College Park Patch Website <input type="checkbox"/> Civic Groups | <input type="checkbox"/> Word of mouth <input type="checkbox"/> Bulletin Board <input type="checkbox"/> Resident Info.Guide <input type="checkbox"/> Blog: _____ <input type="checkbox"/> Other: | <input type="checkbox"/> City Website <input type="checkbox"/> Municipal Scene <input type="checkbox"/> Call the City <input type="checkbox"/> Cable Channel | | |
| G. Do you want City information via social media sites, such as Facebook & Twitter? | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Other sites: | | |

A. Do you have internet access? Yes No

B. What is your preferred method of receiving information? (Check all that apply)

Email Website updates Postal mail Newsletter Other:

Section 3 – Quality of Life

| 3. How safe do you feel...? | Very Safe | Safe | Not Safe | Neutral |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| A. As a pedestrian in the City | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Driving on streets in the City? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. In your immediate neighborhood | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D. In your residence | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| E. At local parks and playgrounds | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| F. Near the College Park Metro Station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| G. Near the Greenbelt Metro Station | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| H. In College Park retail / commercial areas | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| 4. Please rate the following Public Safety services. | Excellent | Good | Fair | Poor | Not aware of this service |
|--|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| A. Your understanding of the operation of the Contract Police Program | <input type="checkbox"/> |
| B. Effectiveness of the Contract Police Program | <input type="checkbox"/> |
| C. Police response time to emergency calls | <input type="checkbox"/> |
| D. Police response time to non-emergency calls | <input type="checkbox"/> |
| E. Police Officers' efforts to keep you informed about crime and action taken | <input type="checkbox"/> |
| F. Activeness of the Neighborhood Watch Program in your neighborhood | <input type="checkbox"/> |
| G. Fire & Emergency Medical Services | <input type="checkbox"/> |
| H. Please comment on Police, Fire, and Emergency Medical Services <i>(Please be specific)</i> | | | | | |

I. Do you volunteer for any public safety-related service (i.e. – Fire Department, EMS, CERT, Neighborhood Watch, etc.)? Yes No *Please specify:*

5. What do you like most about your neighborhood?

6. What do you like least about your neighborhood?

| 7. Please rate the following for your neighborhood: | Excellent | Good | Fair | Poor | Don't Know |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| A. Physical condition of housing | <input type="checkbox"/> |
| B. Closeness to parks and open spaces | <input type="checkbox"/> |
| C. Walking distance to a bus stop | <input type="checkbox"/> |
| D. Availability of sidewalks | <input type="checkbox"/> |
| E. Availability of roadway bike lanes | <input type="checkbox"/> |
| F. Availability of bike trails and and hiking trails | <input type="checkbox"/> |
| G. Access to shopping and other services | <input type="checkbox"/> |
| H. Local school that your children attend | <input type="checkbox"/> |
| I. Access to employment | <input type="checkbox"/> |
| J. Storm water management | <input type="checkbox"/> |
| K. Tree canopy cover | <input type="checkbox"/> |

Section 4 – Economic Development

| 8. How often do you... | 1 – 4 times per week | 5+ times per week | 1 – 4 times per month | 1 – 4 times per year | Never |
|---|---|--------------------------|---|--------------------------|--------------------------|
| A. Shop in Downtown College Park | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| B. Shop in the Hollywood commercial district | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| C. Shop in the Berwyn commercial district | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| D. Visit the City's destination website, www.ShopCollegePark.org | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Mark the additional features you would like to see included as a part of ShopCollegePark.org. | <input type="checkbox"/> Coupons / Special offers <input type="checkbox"/> Restaurant reviews <input type="checkbox"/> Other: | | <input type="checkbox"/> Interactive blog <input type="checkbox"/> Business news | | |
| 10. Name 3 local College Park businesses you frequent. If none, why not? | | | | | |
| 11. Name 3 specific retail / restaurant businesses that you would like to see in College Park. | | | | | |
| 12. What type of businesses would you like to see more of in College Park? | | | | | |

Section 5 – Parks and Recreation

| 13. Please rate the following services. | Excellent | Good | Fair | Poor | Not aware of this service |
|---|---|--------------------------|--|--------------------------|---------------------------|
| A. City parks, playgrounds and athletic fields (Calvert Hills, Duvall Field, etc.) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Please check the box for any of the following resources you would like to see in your neighborhood? | <input type="checkbox"/> Community garden <input type="checkbox"/> Dog park <input type="checkbox"/> Skate park <input type="checkbox"/> Playground <input type="checkbox"/> Playing fields | | <input type="checkbox"/> On-road bike lanes <input type="checkbox"/> Off-road bike trails <input type="checkbox"/> Fitness trail <input type="checkbox"/> Open or green space <input type="checkbox"/> Indoor community center | | |

- 15.** Which City-sponsored events have you attended? *(Please check all that apply).*
- | | |
|--|--|
| <input type="checkbox"/> Breakfast with Santa | <input type="checkbox"/> The Egg Hunt |
| <input type="checkbox"/> Brunch with the Bunny | <input type="checkbox"/> The Halloween Thing |
| <input type="checkbox"/> Blues Festival | <input type="checkbox"/> 4 th of July Celebration |
| <input type="checkbox"/> College Park Day | <input type="checkbox"/> Memorial Day Celebration |
| | <input type="checkbox"/> Veteran's Day Celebration |

Section 6 – Environment and Recycling

16. Please list the City-offered recycling resources that you are aware of

- 17.** Have you utilized Saturday drop-off events at Public Works? *If yes, please answer A and B.*
- Yes No
- A.** When? Please check one. Fall Spring Both
- B.** Which services did you use?
- | | |
|---|---|
| <input type="checkbox"/> Bulky / excess refuse | <input type="checkbox"/> Document shredding |
| <input type="checkbox"/> Electronics recycling | <input type="checkbox"/> Donation groups |
| <input type="checkbox"/> Compost / mulch purchase | <input type="checkbox"/> Other: |

18. Are you aware of the 24-hour drop off container for used motor oil at Public Works? Yes No

19. Have you used the following City-processed materials? *(Please check all that apply)*

SMARTLEAF® compost Wood mulch

20. The City's Committee for a Better Environment offers public workshops on environmental topics. *(Please place a check mark in the box of any topics that interest you)*

| | |
|---------------------------------------|--|
| <input type="checkbox"/> Gardening | <input type="checkbox"/> Managing stormwater |
| <input type="checkbox"/> Composting | <input type="checkbox"/> Energy efficiency |
| <input type="checkbox"/> Rain gardens | <input type="checkbox"/> Other: |

(Note, the services mentioned below in questions 21 and 22 are not currently provided by the City)

21. Would you take advantage of a free home energy audit? Yes No

22. If offered, would you utilize financial incentives to upgrade your home energy efficiency? Yes No

Section 7 – Transportation

| | 1 – 4 times per week | 5+ times per week | 1 – 4 times per month | 1 – 4 times per year | Never |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 23. How often do you ride / use the following? | | | | | |
| A. Metrobus | <input type="checkbox"/> |
| B. Prince George's County THE BUS | <input type="checkbox"/> |
| C. University of Maryland Shuttle-UM | <input type="checkbox"/> |
| D. Downtown College Park parking garage | <input type="checkbox"/> |

If you answered "Never" to A – D above, please explain why (e.g. – Inconvenience, inaccessible, etc.)

24. Please complete the phrase by choosing the appropriate answer for you: I ride a bicycle...

For recreation For commuting to work or school For errands / shopping I do not ride a bicycle

25. How likely are you to utilize a bike sharing program, if available, for a small fee? *(Please check one)*

Very likely Somewhat likely Not likely

- 26.** Where should bike sharing facilities be located in the City? *(Check all that apply)*
- | | |
|---|--|
| <input type="checkbox"/> College Park/UMD Metro Station | <input type="checkbox"/> Duvall Field |
| <input type="checkbox"/> Greenbelt Metro Station | <input type="checkbox"/> Commercial areas |
| <input type="checkbox"/> College Park Community Center | <input type="checkbox"/> Univ. of Maryland |
| <input type="checkbox"/> Other: | |

- 27.** How many miles do you commute each way to work?
- | | | |
|---|--|--|
| <input type="checkbox"/> less than 1 mile | <input type="checkbox"/> 5 – 9 miles | <input type="checkbox"/> 20 – 29 miles |
| <input type="checkbox"/> 1 – 4 miles | <input type="checkbox"/> 10 – 19 miles | <input type="checkbox"/> 30 miles + |

- 28.** How do you usually get to the Metrorail station? *(Check the box for the two most typical for you)*
- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> Walk | <input type="checkbox"/> P.G. 'The Bus' | <input type="checkbox"/> Dropped off by Car |
| <input type="checkbox"/> Bike | <input type="checkbox"/> Shuttle-UM | <input type="checkbox"/> Drive a car |
| <input type="checkbox"/> Metrobus | <input type="checkbox"/> Taxi or vanpool | <input type="checkbox"/> I don't use Metro |

Section 8 – Rate College Park

| 29. Please rate the following about College Park. | Excellent | Good | Fair | Poor | Neutral |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| A. Employment opportunities | <input type="checkbox"/> |
| B. Variety of housing available | <input type="checkbox"/> |
| C. Vibrancy of downtown | <input type="checkbox"/> |
| D. Cost of living | <input type="checkbox"/> |
| E. Shopping opportunities | <input type="checkbox"/> |
| F. Dining opportunities | <input type="checkbox"/> |
| G. Recreation opportunities | <input type="checkbox"/> |
| H. Cultural opportunities | <input type="checkbox"/> |
| I. Transportation network | <input type="checkbox"/> |
| J. Parking availability | <input type="checkbox"/> |
| K. Your neighborhood, overall | <input type="checkbox"/> |
| L. College Park, overall | <input type="checkbox"/> |

30. What do you like most about College Park?

31. What do you like least about College Park?

Section 9 – About You

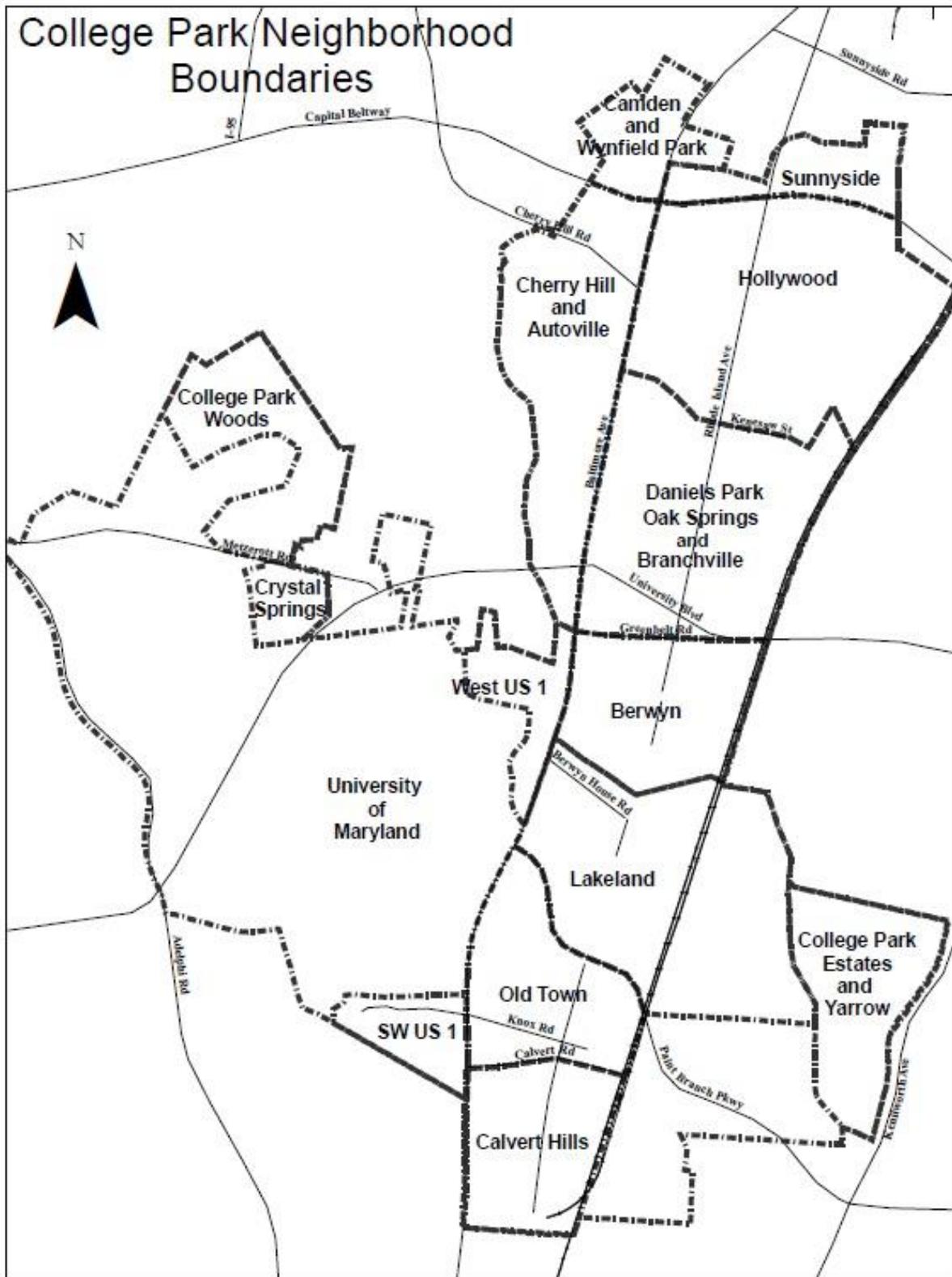
- 32.** How many years have you lived in College Park?
- | | | |
|--|--------------------------------------|--|
| <input type="checkbox"/> less than 2 years | <input type="checkbox"/> 6 – 9 years | <input type="checkbox"/> 20 – 29 Years |
| <input type="checkbox"/> 2 – 5 years | <input type="checkbox"/> 10–19 years | <input type="checkbox"/> 30 years + |

- 33.** What is your age?
- | | | |
|----------------------------------|----------------------------------|-------------------------------------|
| <input type="checkbox"/> 18 – 24 | <input type="checkbox"/> 35 – 44 | <input type="checkbox"/> 62 – 74 |
| <input type="checkbox"/> 25 – 34 | <input type="checkbox"/> 45 – 61 | <input type="checkbox"/> 75 years + |

- 34.** Race / Ethnic Origin *(Please check all that apply)*
- | | |
|---|--|
| <input type="checkbox"/> American Indian or Alaskan Native | <input type="checkbox"/> White |
| <input type="checkbox"/> Asian | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Black or African American | <div style="border: 1px solid black; width: 150px; height: 20px;"></div> |
| <input type="checkbox"/> Latino | <input type="checkbox"/> Unknown |
| <input type="checkbox"/> Native Hawaiian / Pacific Islander | <input type="checkbox"/> Decline to Answer |

35. What is the first language you speak in your household? _____

36. Please check the City neighborhood in which you live. (Refer to the map below for neighborhood boundaries).
- | | |
|---|--|
| <input type="checkbox"/> Camden – Wynfield Park | <input type="checkbox"/> West US Route 1 |
| <input type="checkbox"/> Sunnyside | <input type="checkbox"/> Old Town |
| <input type="checkbox"/> Hollywood | <input type="checkbox"/> Calvert Hills |
| <input type="checkbox"/> Daniels Park – Oak Springs – Branchville | <input type="checkbox"/> Southwest US Route 1 |
| <input type="checkbox"/> Berwyn | <input type="checkbox"/> College Park Woods |
| <input type="checkbox"/> Lakeland | <input type="checkbox"/> Crystal Springs |
| <input type="checkbox"/> College Park Estates – Yarrow | <input type="checkbox"/> Autoville – Cherry Hill |



- Thank you for taking the time to complete this survey and improve our city!
- Please fold your completed survey, place it into the pre-stamped envelope, and mail it. No additional postage needed!

Thank you for your participation!